



Tips, Tools, News & Fun!

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SOC WRAP

SOC Pilot Review



After extensive research of best practices in SOC measures, consulting both internal and external partners, the Quality Improvement Unit within the Office of Case Management (OCM) has developed and implemented the first qualitative departmental SOC review.

A pilot SOC review, consisting of 120 youth was conducted September through December 2007. Through documentation in case notes, plans and assessments, the review evaluated and rated the application of SOC principles and philosophy. The review measured each of the seven principles and identified areas of strength that should be recognized and built upon as well as areas that are in need of improvement.

Individual review results were sent to the case managers and supervisors. The complete SOC Pilot Report is

available on the DSCYF extranet listed under "INFORMATION".

Recommendations included:

- Reinforce the importance of strength-based planning. Building on strengths will support and reinforce what is already working with the child and family.
- Strengthen the team concept. Multiple services and goals can set up competing requirements and priorities for the family. SOC is a non-categorical, collaborative approach designed for all involved to work together and develop a holistic plan with prioritized goals and services.
- Identify and utilize informal supports. Utilizing informal supports can strengthen a family and reduce dependency on formal services.

Quality Tip:

"Quality is everyone's responsibility."

-W. Edwards Deming

William Edwards Deming (1900-1993) was a world renowned American educator, consultant, and quality-assurance pioneer.

Review Findings:

- The Department's overall score was 3.02 on a scale of 1 - 5.
- The principle that scored the highest was *Services are Appropriate in Type and Duration*.
- The principle that scored the lowest was *Care is Culturally Competent*.
- Documentation supports that we are stronger at assessing needs than strengths.
- There is a continual focus on safety.
- FACTS provides the structure and guidelines for accessing, implementing and monitoring formal services. Similar standards and guidelines are needed when identifying and incorporating strengths; traditions, values and beliefs; informal/natural supports; and other SOC values.

SOC Jeopardy: *Answers will be in the next issue!*

- | | |
|--|----------|
| 1. the non-inferiority, superiority or usefulness of something | 1. _____ |
| 2. extended family, neighbor, or friend | 2. _____ |
| 3. a test run | 3. _____ |
| 4. examine to ensure adequacy | 4. _____ |
| 5. handle with a broad focus and mutual reciprocity | 5. _____ |

May Match Up Answers: Delacare Rules-Office of Child Care Licensing; Wrap Around Services-CMH; Quality Reviews-Office of Case Management; Operation Safe Streets-YRS; School FCT-OPEI

**THINK OF
THE CHILD
FIRST.**
DELAWARE CHILDREN'S DEPARTMENT